



# THE COMMUNICATOR

## *High Level of Service-Part I*

*-Bob Lowhorn*

Given the daily stresses we face associated with the nuances of working in the emergency communications center, it is extremely easy to forget the reason or purpose behind our job function (s): respectively, to provide a high level of service to our customers. Many times providing a high level of service means performing your basic job function to the best of your ability; other times, providing a high level of service means going out of your way to anticipate the needs of callers, emergency responders, direct supervision, and shift or team members.

When reminding ourselves of the reason why we perform our respective job functions, it's important to recognize who our customers are:

- Citizens (and visitors) of

Louisville Metro

- Citizens (and visitors) of Surrounding Counties and Encompassed Municipalities (Shively, Jeffersonton, etc.)
- Responder Units and administrative personnel for responder agencies
- Satellite Public Safety agencies
- Other departments and agencies within Metro Government

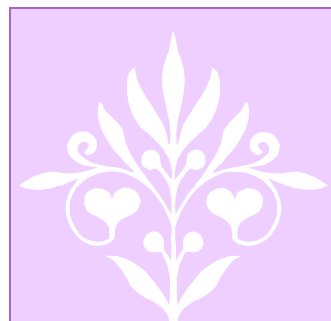
Once the identities of our customers are clearly defined, consider what it means to provide a high level of service in our specific job functions. With that, we consider the nature of public service:

- **Do the most good for the highest number of people (do no harm)**

As easy as it is to get caught up in the nuances of everyday life working in our communications center, it's also easy for us to forget that we are all public servants. With that, and considering the bigger picture of public safety and service, what does this mean for us?

- **We have an obligation to protect the integrity of public safety in our community.**

In part two, we'll explore the nature of public service in greater detail, along with some notable Americans from the past who fervently believed in the idea of Public Service.



**Check out what's coming up in the July Issue of**

**The Communicator:**

**Employee of the Month**

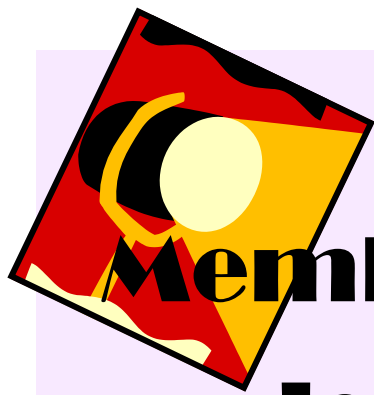
May

**Member Spotlight**

Amy Hall of NCIC

**Questionnaire**

Q/A



# Member Spotlight

## John Tarter



**John, What made you choose your career at EMA/MetroSafe?** Both of my parents have careers involving Emergency Services. Mom is a Nurse and Dad is a Police Officer. I have always been interested in what they do. I studied Broadcast Communications and had a job as a Public safety Dispatcher part time in college. Working for LPD and then MetroSafe, seemed the perfect way to bring all those interests together.

**What did you do before you came here?** I was a student and part time Dispatcher for my college Public Safety Department. At one time, I had planned on becoming a radio DJ.

**Are you one that likes to be the center of attention or just chill in the background?** I love to be part of a team. I feel rewarded if I can help someone, whether it is a coworker, the public or a responder.

**What kind of talents do you possess?** I love photography and writing. I used to take photos for my high school yearbook, and later wrote some articles for my college newspaper.

**What are your nicknames, past and present?** Tartar-Sauce, Motor-mouth, Mouth of the South etc.

**What do you do in your spare time?** I love to read and listen to music constantly. I always have a book or 3. I love to try new or exotic foods

**Do you have a favorite vacation spot?** Panama City Beach, Florida is my home away from home.

**If you could go anywhere in the world, where would it be?** I have always wanted to travel to Ireland and Scotland.

**Did you grow up in Louisville, if not where?** I was born here, raised in Fern Creek, and spent a lot of time involved with Boy Scouts in Highview.

**How long have you been married? What is your favorite memory with your honey? (P.G.13 please! Ha Ha)** Nine (9) years in September. I love the random moments in life that make you laugh out loud. Also sunsets on the beach.

**Do you have any pets, if not what animal would you love to be a parent to?** We have 2 dogs and 3 cats.

**Who would you like to learn about in the next Member Spotlight?**

Amy Hall of NCIC.

"I LOVE THE  
RANDOM  
MOMENTS IN LIFE  
THAT MAKE YOU  
LAUGH OUT LOUD."



*June Quality Assurance Questionnaire*

The first person from each shift to email the correct answers back to QA at [MetroSafe\\_training@louisvilleky.gov](mailto:MetroSafe_training@louisvilleky.gov) with the correct answers will receive a prize. (If you are working overtime on a different shift you must wait until the start of your shift to submit your answers.) Everyone submitting answers will receive EMD training credits.

Refer to MetroSafe S.O.P. and answer the following questions.

1. (What is the S.O.P. number and title) When broadcasting the information pertaining to the event, the communications employees shall call a unit or units simultaneously by area of assignment of the event location in numeric order. **Each unit called shall then respond with their unit number and current location:**

Radio: Radio to 124 Adam, 125 Baker

Unit: 124 Adam (responds with location)

. (What is the S.O.P. number and title) MetroSafe will immediately notify the on-duty division commander or their designee upon receiving an event when there are no units available to dispatch to the event.

3. What are the primary duties of the Communication employees in **10.10.1 GENERAL DISPATCH PROCEDURES?**

1. \_\_\_\_\_
2. \_\_\_\_\_

4. (Fill in the blank) Call the unit number using the prefix \_\_\_\_\_ if the unit is a BLS or ALS transport unit. Call the unit number using the prefix \_\_\_\_\_ if the unit is a non-transport unit.

5. (What is the S.O.P. number and title) All necessary information shall be disseminated to field personnel and the on duty supervisor in a timely and accurate manner.

6. Dispatch communication employees will perform status checks on responders. The length of time should not exceed the recommended time by CAD. A Dispatch communication employee shall never check on a responder if they feel the situation warrants a check sooner than the prescribed time.

TRUE \_\_\_\_\_ FALSE \_\_\_\_\_

7. What are the four categories that the Stroke Diagnostic tool assigns?

\_\_\_\_\_

8. What are the Four Commandments of Emergency Medical Dispatch?

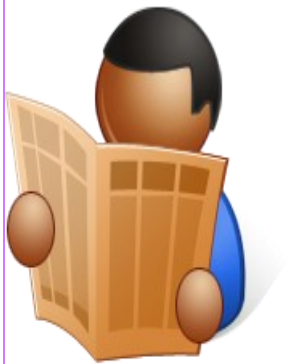
\_\_\_\_\_

## EMERGENCY MANAGEMENT AGENCY/METROSAFE

410 S. 5th Street  
Louisville, KY 40202  
502-572-3457

### WE'RE ON THE WEB

**WWW.LOUISVILLEKY.  
GOV/METROSAFE**



Do you have an article or information you would like to see in The Communicator? Just e-mail, the-communicator@louisvilleky.gov!



### *Mark Your Calendars!*

*What: Safety Fair*

*When: Saturday, July 27th  
1100-1500*

*Where: Mt. Vernon Missionary  
Baptist Church  
3640 Cane Run Road*

*Emergency Management Agency and the Local Emergency Planning Committee (LEPC) are raising awareness in Metro Louisville about the importance of emergency preparedness and overall citizen safety! Bring your families and join us for a fun and educational day!*

## *June Service Anniversaries*

*Mark Phelps 1984*

*Greg Harbin 1990*

*Mary Brown 1996*

### *15 Year Milestones*

*Janine Baker 1998*

*Nicole Brown 1998*

*Paula Lacey 1998*

*Ed Vermillion 1998*

*Sherrie Whitford 1998*

*Jim McKinney 1999*

*Colleen Kats 2002*

*Heather Lush 2005*

*Marci McKenzie 2005*

*Ann Patmon 2005*

*Christal Tobbe 2005*

### *1 Year Milestone*

*Sherrie Skone 2012*

## *April Employee of the Month*

*Melissa Nalley*

Melissa has been a calltaker for the last five years and is a most valuable asset to our organization. She has recently stepped up in the CTO program and has assisted the training unit by creating dozens of scenarios for the new calltakers to practice during their time in the academy. She came in to help outside of her shift hours and has most certainly been helpful in many other facets of the training unit. Melissa's nomination states, "She always has a positive attitude and helps anyone that is in need without being asked." Thank you Melissa for taking your time and putting forth your knowledge and efforts to help others excel. Congratulations Melissa!